### **🧩 Internal Executive Interview — Breadfast CRM System**

**Role Interviewed:** Operations Manager (Internal Executive).

### **How satisfied are you with the current process of managing orders**

**How do you currently manage and oversee the end-to-end process of order handling and delivery operations?** *(Please describe your workflow from order placement to successful delivery.)*

1. **What specific information or inputs do you and your team need to start your daily operations, and what outputs or reports do you generate?**
2. **How satisfied are you with the current process of managing orders and deliveries?** ☐ Very satisfied ☐ Somewhat satisfied ☐ Neutral ☐ Dissatisfied ☐ Very dissatisfied
3. **What are the most common challenges you and your team face during the daily delivery and coordination process?**
4. **What manual or repetitive tasks take up most of your team’s time and should be automated in the new CRM system?**
5. **What specific CRM features do you believe would most improve coordination between Customer Support, Delivery, and Operations?**
6. **Should all departments have full access to customer and order data, or should access be role-based?** ☐ Full access for all ☐ Role-based access only ☐ Not sure  
    **Why?**
7. **What types of dashboards or reports would help you make faster, data-driven operational decisions?**
8. **In your view, what would define a successful CRM system implementation six months after launch?**